

**REMARKS**

This Response, submitted in response to the final Office Action dated July 14, 2002, is believed to be fully responsive to the points of rejection raised therein. Accordingly, favorable reconsideration on the merits is respectfully requested.

Claims 1-66 are pending. Claims 1-66 stand rejected under 35 USC 103(a) over U.S. Patent No. 6,484,165 (Beall), in view of U.S. Patent No. 5,890,175 (Wong). For brevity, Applicants refer the Examiner to the remarks submitted March 20, 2003 in support of the patentability of the claims over the cited art. In addition, Applicants respectfully submit the following remarks to clarify Applicants' position.

As noted previously, Claim 1 is directed to a computer implemented method for at least one of enabling training of field service personnel and field service of machines. The computer implemented method comprises obtaining a reference material search request, providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines based on the reference material search request, and providing a copy of the at least one reference material associated with the at least one cataloged item.

As noted on page 3 of the Office Action, Beall does not teach providing a list of at least one cataloged item associated with at least one reference material relating to at least one of training of field service personnel and field service of machines, as recited by Claim 1. As noted previously, Beall is directed to an electronic catalog requisition system for electronic commerce and purchasing functions.

To overcome this deficiency of Beall, Wong is cited. However, Applicants respectfully submit that this reference does not teach or suggest this recitation of Claim 1. In particular, Wong does not teach or suggest a requested item that is associated with at least one of training of field service personnel and field service of machines, as asserted on page 3 of the Office Action. Rather, the portion of Wong cited (Col. 1, lines 26-41) is a discussion in the Background Section of the hardships faced by small users (small stores or businesses) in setting up electronic catalogs, so that they can sell their goods online. The mention in the cited portion to "acquisition, personnel, training and support" refers only to the costs of developing the electronic catalogs, not to the use of a catalog to train individuals to repair and operate equipment using a computer

implemented training method. Moreover, the statement on page 6 of the final Office Action that "Wong teaches that the system is not only applied in selling goods online but also in training, personnel, and support, again beyond the means of small users" is not supported by the portion of Wong cited by the Examiner (Col. 1, lines 37-41) nor by any other portion of Wong. Rather, as noted above, this cited portion merely explains one reason that traditional, customized OLTP systems were expensive.

In addition to the reasons discussed above, Wong does not mention "field service personnel and field service of machines," as recited by Claim 1. In view of the fact that Wong does not supply the above-discussed deficiency of Beall, Applicants respectfully repeat their earlier request that the rejection of Claim 1 over the cited art be withdrawn.

Further, as Claims 2-10 depend from Claim 1, these claims are also patentably distinguishable over the cited art for at least the reasons discussed above with respect to Claim 1. In addition to the reasons discussed above with respect to Claim 1, Applicants wish to submit the following remarks in support of the patentability of the dependent claims.

Claim 3 depends from Claim 1 and further recites that the reference material search request comprises data relating to a machine, data relating to a skill level, and data relating to a service task. Page 3 of the Office Action cites Beall as disclosing data relating to a machine. However, the portion of Beall cited (product information, Fig. 3 and 4, Col. 4 lines 29-41) is directed to product information for use in an electronic catalog of products, not to data relating to a machine. Similarly, the portion of Beall cited as disclosing data relating to a skill level (Col. 1, lines 26-28) states that "[s]implicity becomes particularly important when the catalog is intended to be accessed by users with varying levels of skill or training." Applicants respectfully submit that this cited portion does not teach or suggest a reference material search request comprising data related to a skill level, as recited by dependent Claim 3. Rather, it suggests using a simple catalog. Similarly, the portion of Beall cited as disclosing data relating to a service task (product descriptions, manufacturers, and parametric values, 503 of Fig. 5) is also directed to product information for use in an electronic catalog and does not relate to a service task.

Turning to Claim 4, this claim depends from Claim 3 and further recites

that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. As Claim 4 depends from Claim 3, the arguments presented above with respect to Claim 3 apply with equal force to Claim 4. In addition, the portion of Wong cited as disclosing data relating to a machine comprising data related to product type and model (size, color, model ... etc; see Col. 8, lines 45-47) refers to information about a product not to data relating to a machine, as claimed. Similarly, the portion of Wong cited as disclosing data relating to the skill level comprises data relating to at least one of novice and expert and data relating to the service task comprises data relating to at least one of installation, maintenance, and modification ("inherent in the product information from suppliers", Col. 4, lines 35-36) does not appear to disclose these recitations of Claim 4.

Claim 5 depends from Claim 1 and further recites that providing the list comprises generating the list from a data storage unit comprising a number of cataloged items regarding a number of different machine types. The portion of Beall cited ("see cataloged items in fig. 3-4") shows product catalogs, not a number of catalogued items regarding a number of different machine types for use in a computer implemented method for at least one of enabling training of field service personnel and field service of machines, as recited by Claim 5.

Claim 8 depends from Claim 1 and further recites that the at least one cataloged item comprises data relating to a machine, data relating to a skill level, data relating to a service task, and data relating to an authorization level. For reasons analogous to those discussed above with respect to Claim 3, Beall and Wong, either alone or in combination, do not disclose this additional recitation of Claim 8.

Claim 9 depends from Claim 8 and further recites that the data relating to the machine comprises data relating to product type and model, the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance, and modification. As Claim 9 depends from Claim 8, the arguments

presented above with respect to Claim 8 are equally applicable to Claim 9. Moreover, for reasons analogous to those discussed above with respect to Claim 4, Beall and Wong, either alone or in combination, do not disclose this additional recitation of Claim 9.

Claim 10 depends from Claim 1 and further recites that providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals. Applicants respectfully submit that the portion of Wong cited as disclosing this additional recitation of Claim 10 ("inherent in product information, 20 of fig. 2") does not disclose this recitation. For example, the detailed list of product information provided in Fig. 2 does not include a training or a service manual, as is consistent with the fact that Wong is not directed to a method for enabling training of field service personnel and field service of machines but rather to a method for generating and displaying a catalog for online transaction processing, such as involving the electronic purchase of goods.

For at least these additional reasons, Applicants respectfully submit that dependent Claims 3-5 and 8-10 are further distinguishable over the cited art. In view of the above, Applicants respectfully request that the rejections of Claims 2-10 be withdrawn.

Turning to the other independent claims, Applicants respectfully submit that arguments analogous to those presented above with respect to Claim 1 apply to independent Claims 11, 23, 33, 45, and 55. Further, as Claims 12-22 depend from Claim 11, Claims 24-32 depend from Claim 23, Claims 34-44 depend from Claim 33, Claims 46-54 depend from Claim 45 and Claims 56-66 depend from Claim 55, these claims are also patentably distinguishable over the cited art for at least these reasons. Moreover, the additional arguments presented above for the patentability of Claim 3 also apply to Claims 13, 25, 35, 47, and 57. Similarly, the additional arguments presented above for the patentability of Claim 4 also apply to Claims 14, 26, 36, 48, and 58. Moreover, the additional arguments presented above for the patentability of Claim 5 also apply to Claims 15, 27, 37, 49, and 59. Similarly, the additional arguments presented above for the patentability of Claim 8 also apply to Claims 18, 30, 40, 52, and 62. Moreover, the additional arguments presented above for the patentability of Claim 9 also apply to

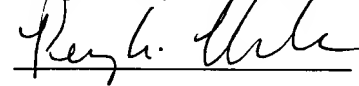
Claims 19, 31, 41, 53, and 63. Similarly, the additional arguments presented above for the patentability of Claim 10 also apply to Claims 20, 32, 42, 54, and 64. In view of the above, Applicants respectfully request that the rejections of Claims 11-66 also be withdrawn.

CONCLUSION

In view of the foregoing, Applicants respectfully submit that the application is in condition for allowance. Favorable reconsideration and prompt allowance of the application are respectfully requested.

Should the Examiner believe that anything further is needed to place the application in even better condition for allowance, the Examiner is requested to contact Applicants' undersigned attorney at the telephone number below.

Respectfully submitted,



Penny A. Clarke  
Reg. No. 46, 627

General Electric Company  
Building K1, Room 3A72  
Schenectady, New York 12301  
Sept. 11, 2003  
Telephone: (518) 387-5349